

DEPARTMENT OF PUBLIC SERVICE REGULATION
BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MONTANA

IN THE MATTER OF THE PETITION OF)	UTILITY DIVISION
CABLE & COMMUNICATIONS)	
CORPORATION, dba MID-RIVERS)	DOCKET NO. D2003.8.105
CELLULAR, for Designation as an Eligible)	
Telecommunications Carrier)	

CABLE & COMMUNICATIONS CORPORATION,
dba MID-RIVERS CELLULAR
THIRTY-FIFTH QUARTERLY REPORT
AS REQUIRED BY FINAL ORDER DATED MARCH 29, 2005
(PSC Order No. 6518a)

Service Date: March 26, 2014

THIRTY-FIFTH QUARTERLY REPORT

- I. Unsatisfied Requests – December 16, 2013, through March 15, 2014:
 - a. By location in each of the two study areas:
 - i. Mid-Rivers Study Area: zero (0).
 - ii. Range Study Area: zero (0).
 - b. Detailed description of why customer requests for service could not be satisfied: There were no unsatisfied requests.

- II. Customer Complaints – December 16, 2013, through March 15, 2014:
 - a. Number and nature of complaints: see Attachment A hereto.
 - b. Remedy employed to address complaints: see Attachment A hereto.
 - c. Location of complaints by Study Area:
 - i. Mid-Rivers: see Attachment A hereto.
 - ii. Range: see Attachment A hereto.
 - d. Number of repeat complaints: see Attachment A hereto.

- III. Federal Universal Service Funds, including Lifeline and Link Up Funds received – December 16, 2013, through March 15, 2014:
 - a. Funds received:
 - i. Interstate Common Line Support:
 - 1. (\$17,768.00) received in December 2013 for November 2013
 - 2. (\$17,921.00) received in January 2014 for December 2013.

3. \$0 received in February 2014 for January 2014.
- ii. High Cost Loop Support:
1. \$1,728.00 received in December 2013 for November 2013.
 2. \$1,748.00 received in January 2014 for December 2013.
 3. \$0 received in February 2014 for January 2014.
- iii. Local Switching Support:
1. 384.00 received in December 2013 for November 2013.
 2. \$390.00 received in January 2014 for December 2013.
 3. \$0 received in February 2014 for January 2014.
- iv. Lifeline and Link Up Funds:
1. \$0 received to date.
- v. Frozen High Cost Support
1. \$48,521.00 received in December 2013 for November 2013.
 2. 48,521.00 received in January 2014 for December 2013.
 3. \$48,521.00 received in February 2014 for January 2014.

USF payments received by Mid-Rivers Cellular began a 20% per year decline in July 2012 and will transition to zero over five years as a result of the FCC's USF Reform Order. This phase-out of wireless support with no predictable path toward a replacement support mechanism directly affects the ability of Mid-Rivers Cellular to make additional long-term investments in network upgrades and in new wireless site construction.

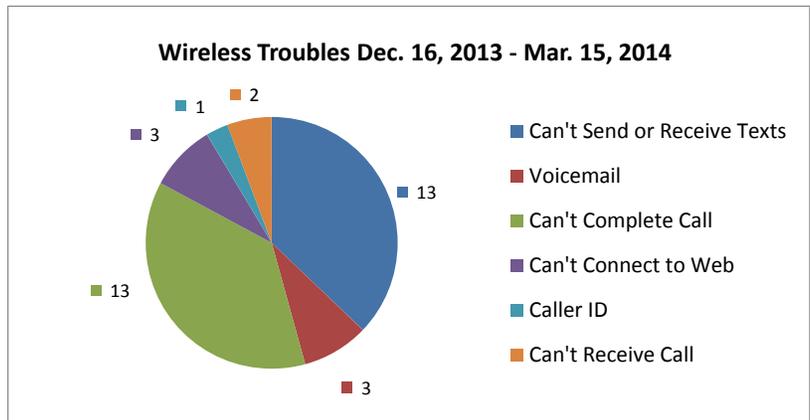
NOTE:

- (a) Included as Attachment B, is the excerpt including a section entitled “Low Income Telephone Assistance” from the spring 2014 issue of the *411* magazine published by Mid-Rivers Telephone Cooperative, Inc. for its customers.

WIRELESS ETC TROUBLE REPORT

Cellular Troubles Cleared 12/16/13 - 03/15/14

Record of Complaint (Trouble Category)	Can't Send or Voicemail	13 3
	Can't Complete Call	13
	Can't Connect to Web	3
	Caller ID	1
	Can't Receive Call	2
	Total	35



Nature of the	Study Area	Date	Remedy for Complaint or Trouble	Location of Trouble
Voicemail	(406) 320	1/7/2014	Repaired equipment that provides service to customer.	325 4th St W; Roundup MT 59072
Texts	(406) 489	3/1/2014	Repaired equipment that provides service to customer.	203 3rd Ave Sw; Sidney MT 59270
Texts	(406) 891	1/7/2014	Repaired equipment that provides service to customer.	PO Box 85; Baker MT 59313
Can't Receive Call	(406) 913	1/19/2014	No trouble found, customer equipment checked.	938 3rd St W; Roundup MT 59072
Can't Complete Call	(406) 913	2/28/2014	Repaired equipment that provides service to customer.	70 Johnnys Coal Rd; Roundup MT 59072
* Can't Receive Call	(406) 915	2/15/2014	Connecting Company Trouble	1436 MT Highway 528; Wolf Point, MT 59201
Can't Receive Call	(406) 915	1/3/2014	Connecting Company Trouble	1436 MT Highway 528; Wolf Point, MT 59201
Texts	(406) 934	1/3/2014	Connecting Company Trouble	808 N Custer Ave; Miles City MT 59301
Can't Complete Call	(406) 935	1/15/2014	Repaired equipment that provides service to customer.	PO Box 444; Broadus MT 59317
Texts	(406) 935	2/21/2014	Connecting Company Trouble	83 W US Highway 212; Broadus MT 59317
Can't Complete Call	(406) 935	3/2/2014	Connecting Company Trouble	PO Box 599; Broadus MT 59317
Voicemail	(406) 935	2/20/2014	Repaired equipment that provides service to customer.	PO Box 103; Biddle MT 59314
Can't Complete Call	(406) 939	12/18/2013	Capacity Issue/Cell Site Optimization	1176 MT Highway 200W; Brockway MT 59214
Voicemail	(406) 939	2/18/2014	No trouble found, customer equipment checked.	501 Riverview Ave; Glendive MT 59330
Can't Complete Call	(406) 973	1/4/2014	Connecting Company Trouble	PO Box 234; Savage MT 59262
Texts	(406) 974	2/12/2014	Repaired equipment that provides service to customer.	PO Box 146; Circle MT 59215
Caller ID	(406) 974	12/16/2013	Repaired equipment that provides service to customer.	PO Box 21; Vida MT 59274
Can't Complete Call	(406) 974	12/23/2013	Connecting Company Trouble	PO Box 36; Vida MT 59274
Can't Complete Call	(406) 974	1/8/2014	Repaired equipment that provides service to customer.	1343 Mayberry Rd; Circle MT 59215
Can't Complete Call	(406) 974	1/10/2014	Capacity Issue/Cell Site Optimization	313 L-N Rd; Vida MT 59274
Can't Connect to Web	(406) 974	1/17/2014	Repaired equipment that provides service to customer.	PO Box 495; Circle MT 59215
Can't Complete Call	(406) 974	3/13/2014	No trouble found, customer equipment checked.	1373 North Road; Circle MT 59215
Texts	(406) 975	2/18/2014	Repaired equipment that provides service to customer.	PO Box 24; Ekalaka MT 59324
Can't Connect to Web	(406) 975	2/24/2014	Repaired equipment that provides service to customer.	1012 Prairiedale Rd; Ekalaka MT 59324
Can't Complete Call	(406) 977	12/17/2013	Connecting Company Trouble	1846 Sandman Ln; Winnett MT 59087
Can't Complete Call	(406) 977	12/20/2013	No trouble found, customer equipment checked.	PO Box 143; Jordan MT 59337
Texts	(406) 977	1/21/2014	No trouble found, customer equipment checked.	PO Box 7; Jordan MT 59337
Texts	(406) 977	12/31/2013	No trouble found, customer equipment checked.	24 N Lodge Pole Rd; Sand Springs MT 59077
Texts	(406) 978	12/31/2013	No trouble found, customer equipment checked.	PO Box 1260; Baker MT 59313
Can't Connect to Web	(406) 978	3/2/2014	No trouble found, customer equipment checked.	PO Box 975; Baker MT 59313
Can't Complete Call	(406) 978	3/11/2014	No trouble found, customer equipment checked.	PO Box 1079; Baker MT 59313
Texts	(406) 978	2/13/2014	Connecting Company Trouble	PO Box 571; Baker MT 59313
Can't Complete Call	(406) 978	3/11/2014	No trouble found, customer equipment checked.	PO Box 1193; Baker MT 59313
Texts	(406) 979	2/13/2014	Connecting Company Trouble	PO Box 231; Richey MT 59259
Texts	(406) 979	2/8/2014	Connecting Company Trouble	PO Box 96; Richey MT 59259
Texts	(406) 983	2/21/2014	Repaired equipment that provides service to customer.	PO Box 586; Ashland MT 59003

* Denotes Repeat Troubles

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Attachment B

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Mid-Rivers Communications offers two low-income telephone assistance programs known as Lifeline & Link-Up. Lifeline provides Federal Universal Service support to reduce monthly service charges paid by qualifying low-income residential customers. Link-Up provides Federal Universal Service support to reduce service connection and line extension charges paid by qualifying low-income residential customers residing on Tribal lands. Mid-Rivers also offers toll blocking, a service that prevents long distance calling from your telephone. For more information please contact your nearest Mid-Rivers customer service office, call Mid-Rivers at 1-800-452-2288, or visit <http://www.midrivers.com/low-income-assistance/>.

Mid-Rivers Telephone Cooperative, Inc. is an equal opportunity provider and employer.